



Sustainability Reporting Standard

for the financial year ended March 31 2024

Contents/Summary of Criteria Themes

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About Orbit

Brief History

Orbit was established in 1967 by two people on a park bench contemplating how to tackle homelessness. The passion they felt about the inequality in the access, scale and quality of available housing was channeled into positive action, and Orbit was created.

Our purpose today is every bit as important as it was when Orbit was founded. We now manage around 47,000 affordable homes in the Midlands, East and South East of England, and build around 1,000 new affordable homes every year.

Today, over 100,000 people live in an Orbit home and our aim is to ensure the homes we provide and the places we create are good quality, affordable and safe. We are proud to be a socially driven, commercially focused organisation with a strong social purpose, reinvesting our surplus to improve the quality of our homes, services and our communities, and the provision of more much needed affordable housing.

Our ambition

Our 2030 ambition is to provide amongst the best customer experience of any housing association in the country, whilst reshaping our approach to create a more sustainable and resilient model for the future. Doing so will allow us to materially increase the positive impact we make now and in the future.

Our Purpose

We believe everyone is entitled to a good quality home that they can afford, in a place that they are proud to live. For us, this means providing good quality, affordable and safe homes and creating inclusive and sustainable neighbourhoods that prioritise the wellbeing and aspirations of residents. It also means helping our customers to sustain their tenancies and providing them with access to services and support to help them improve their opportunities and navigate the challenges that may throw them off course.

Our Vision

Socially driven and commercially minded, we strive to provide amongst the best customer experience of any housing association in the country by building and maintaining safe, quality homes that our customers love, both sustainably and at scale, supported by excellent customer service. All delivered by happy colleagues who jump out of bed each day to make a social difference.

Our Values and commitments

Our customers are at the heart of everything we do and we believe that delivering an excellent experience is key to achieving to our vision. That's why we've defined our Customer Commitments, which reflect what our customers value most from our services.

Our Customer Commitments inform our Values. Developed by colleagues for colleagues, our values shape who we are, what makes us different, and reflect our inclusive culture.

We demonstrate these Values through our Colleague Commitments, the behaviours that shape what we say and do. These set the minimum expectations for all of us and are intended to encourage everyone to aim for positive actions, whatever their role.

Together, these form our Employer Promise, which showcases our pride in being a great place to work, where colleagues are empowered to make a real difference. At Orbit, we're more than just a business - we're a community of people who care.

Message from CEO/Chair/Senior Management

As a socially-driven, commercially-minded organisation, I am proud that we remain recognised as one of the sector's leaders in sustainability and of the progress we continue to make in this important space.

Sustainability, including the delivery of social value to ensure we maximise the positive impact we can have on our communities and society as a whole, is rooted in our purpose, the commitment to which I see demonstrated every day by our colleagues.

We are proud to have delivered £61.5 million in social value since our baseline in 2020/21 and I am confident we will deliver on our target to deliver £100 million in social value by 2025. I am personally proud of the demonstratable difference we have been able to make to thousands of customers via the support offered by our Better Days programme and Tenancy Sustainment team. At a time when the

cost of living crisis is still impacting our customers on a daily basis, being able to offer them the right help at the right time to support their tenancies and personal wellbeing, through financial inclusion, mental health, employment, skills and digital support has never been more important.

We are also making good headway towards decarbonisation, with 85.6% of our homes now rated EPC C or above, and we have achieved a 39.7% reduction on our 2018/19 carbon footprint baseline. However, we recognise that we're not quite there yet and the closer that we get to meeting these targets, the more challenging it is likely to become. Over the next 12 months, we will be reviewing our Orbit to Zero Roadmap to reflect the changing external environment, but more importantly to understand the actions we need to put in place to meet these targets and ensure we effectively support our customers in the transition to net zero.

This year, we have also continued our drive to improve the quality of our customers' outdoor spaces, maintaining compliance with ISO 14001 awarded by the British Standards Institute, and progressing towards our 30by30 biodiversity commitment. I'd like to thank all of our colleagues, customers and partners who have contributed to our achievements to date by participating in projects that support nature's recovery within our estates and their wider communities.

That said, there is always room for improvement. With this year's change government and the launch of our own 2030 Strategy, we are at an incredibly exciting point. Never has there been a more opportune time to start putting words into action and affect the change that is needed to address both the impact of climate change and the housing crisis.

The launch of our 2030 Strategy, which is underpinned by our Sustainability Strategy, enables us to begin the year ahead with a clear-cut focus on delivering our services and homes through the lens of our customers, supporting us in further increasing the positive impact we can make now and in the future. From delivering on our 30by30 biodiversity target, to improving energy affordability for customers today, whilst also providing energy efficient homes that meet the needs of the future, there's a lot to do, but the potential of what we can achieve is incredibly exciting.

I am looking forward to working with customers, colleagues and the government to further our Sustainability journey and delivering the positive change within our grasp.

Phil Andrew

Summary of Sustainability/ESG Approach

We recognise that sustainability is not a finite topic, which is why in September 2023 we published our updated [Sustainability Strategy](#) in recognition of the cost of living crisis, the impact of climate change on customers and recent world events.

We worked with customers, colleagues, and other stakeholders to listen to the issues that matter most to them, and then assessed our material impact against those issues, along with our ability to affect change. This shaped clear objectives and targets for each of the Strategy's four pillars: Our Customers, Quality Homes and Places, Our Planet, and Our People, with objectives ranging from delivering social value and positive customer interventions, to achieving net zero carbon, and delivery of 30by30 and Biodiversity Net Gain requirements.

This Strategy enables us to build on the earlier steps of our sustainability journey, from being an early adopter of the Sustainability Reporting Standard (SRS), to the annual publication of our Sustainability Report, launching our Sustainable Finance Framework, embedding the steps within our 'Orbit to Zero' net zero carbon roadmap and reducing the carbon footprint of our operations by 39.7%.

In October, we agreed our second sustainability-linked loan (SLL), which offers a £115m credit facility with Barclays Corporate Banking, under which the interest we pay is linked to us achieving certain sustainability Key Performance Indicators (KPI) such as managing 30% of our outdoor green spaces in a way which enables nature's recovery by 2030 and delivering on Social Value targets.

Structure of the Report

This report has been prepared according to the specific themes outlined in the latest version (v2.0 published in [Autumn of 2023](#)) of the Sustainability Reporting Standard for Social Housing by Sustainability for Housing (SfH). The standard comprises 46 criteria across 12 themes distributed among the sustainability pillars E, S, and G. Enhanced Reporting Options are available for select criteria, and in such instances, we also diligently endeavour to address them where pertinent to the company. An index of criteria reported under each theme is provided at the end of this document, along with corresponding UN Sustainable Development Goals (SDGs).

Environmental

Theme 1 - Climate Change

C1. Distribution of EPC ratings of existing homes (those completed before the last financial year)

To provide insight into the overall energy efficiency of our current stock, we are disclosing the distribution of our Energy Performance Certificate (EPC) rating across our existing portfolio.

EPC Rating (Existing Homes)	Number	Percentage	Increase/decrease EPC from previous year
A	158	0.5%	0.1%
B	7940	23.4%	0.9%
C	20844	61.5%	1%
D	4554	13.4%	-1.8%
E or worse	392	1.2%	-0.2%
Not yet assessed	10	0.0%	
Total	33,898	100.00	

C1. Enhanced Reporting Option(s):

Average SAP rating of existing homes (those completed before the last financial year) is **74.53**.

C2. Distribution of EPC rating of new homes (those completed in the last financial year)

To ensure that our future stock of housing is more energy efficient than our older units , we are disclosing the distribution of our EPC rating for newly constructed homes in our portfolio.

EPC Rating (NEW Homes)	Number	Percentage	Increase/decrease EPC from previous year
A	40	5.5%	+5.5%
B	629	87.1%	-9.5%
C	53	7.4%	+5.9%
D	0	0%	-1%
E or worse	0	0%	-0.4%
Total	722	100%	

C2. Enhanced Reporting Option(s):

Average SAP rating of new homes (those completed in the last financial year) is **84.40**

C3. Does the housing provider have a Net Zero target and strategy?

Orbit has published its Net Zero Carbon targets within our ['Orbit to Zero' roadmap](#). These are to become Net Zero Carbon in our own operations by 2030 (Scope 1 + 2) and to become Net Zero Carbon in our homes and supply chain before 2050 (Scope 3).

Orbit established its baseline greenhouse gas emissions with the support of the Carbon Trust for the financial year 2018-19. This identified the greenhouse gas (GHG) emissions from our offices,

construction sites, fleet and communal spaces (Scopes 1 and 2), and our customer housing and supply chain (Scope 3). We have reduced our carbon footprint scope 1 and 2 by 39.7% since this baseline.

C3. Enhanced Reporting Option(s):

Is the housing provider's net zero commitment in line with the Science Based Target (SBT) initiative?

Yes, we will achieve our 2030 scope 1 & 2 target by pursuing an ambitious 1.5°C aligned science-based target, reducing our GHG emissions by 50% compared to 2018 by 2030, and then continuing to reduce whilst offsetting the residual emissions each year.

Does the housing provider have a costed transition plan?

Yes, a costed transition plan exists with specific focus on the decarbonisation of our homes. This is reviewed regularly to reflect changes in the costs of goods and labour, the degree of Government support, technological advancements and the likely impacts of climate change which remain difficult to predict.

C4. What retrofit activities has the housing provider undertaken in the last 12 months in relation to its housing stock?

Orbit's ambitious decarbonisation retrofit programme received funding from The Social Housing Decarbonisation Fund (SHDF). A pilot in Stratford-upon-Avon was completed in compliance with PAS 2035 and provides a framework for not only making homes more energy efficient, but also provision for ventilation, heating efficiency and cooling in the summer.

Following the completion of these 69 homes last year, we have now completed energy efficiency upgrades on a further 141 properties in the West Midlands under SHDF Wave 1. We are also well underway with our SHDF Wave 2.1 project to upgrade an additional 212 properties, with 60 properties already completed.

How do these activities align with, and contribute towards, performance against the housing provider's Net Zero strategy and target?

These activities contribute to Orbit's net zero carbon roadmap in particular our target to become net zero carbon in our homes and supply chain before 2050

C4. Enhanced Reporting Option(s):

193 homes have been retrofitted in the last financial year

Currently we are unable to provide the number of homes that have been retrofitted in the last financial year as a percentage of the total homes the housing providers is aiming to retrofit as we cannot we cannot accurately provide due to reasons such as, acquisitions, disposals, properties which even with works wouldn't achieve 'EPC C'

C5. GHG Emissions

Description of Scope 1, 2, and 3 emissions

Orbit calculates its greenhouse gas emissions using the Greenhouse Gas Protocol. The majority of Scope 1, 2 and 3 emissions are calculated using the UK Government's emissions factors. The two main deviations from this are the emissions from our customers' use of energy in their homes and the purchase of goods and services. The former is calculated using predicted energy consumption data from SAP2022 held on Parity software and then multiplied by the same emissions factors set out above. The supply chain emissions are calculated using spend data multiplied by sector-based emissions factors derived from a Environmentally Extended Input-Output (EEIO) model with the consultancy support of Savills.

Scope	FY2024	Increase/decrease on emissions for previous year	FY2023
Scope 1 & 2 GHG emissions	4395	-1.4%	4,545
Scope 3 GHG emissions	143,466	0.00%	Not reported
Total GHG emissions (tCO ₂ e)	147,864	Not applicable due to no scope 3 data in the year ending March 23	4,545.00
Intensity per property (tCO ₂ e)	3.43	New metric	New metric

C5. Enhanced Reporting Option(s):

Does the housing provider qualify for SECR reporting?

Orbit submits a SECR-compliant report as part of its annual report to Companies House. The SECR carbon intensity ratio for Total emissions (Scope 1-3) is 0.27 tCO₂e per plot. Orbit Homes energy use in 2023-24 was 3,102,385kWh, a 12.9% reduction from the 2022-23 consumption of 3,561,946kWh. Orbit Homes has chosen to normalise this data using the total number of plots completed to allow comparison. The number of plots completed was 870. This means that energy consumption per plot was 3,566kWh. In terms of carbon emissions, Orbit Homes has seen a 6% reduction in total emissions.

The main drivers behind this reduction in overall energy consumption are falls in the energy consumed in our new build plots and onsite electricity and fuels use. This is offset to some extent by an increase in business travel. The trend of reducing gas and increasing electricity will be exaggerated in the coming years as we transition away from natural gas heating to zero carbon equivalents such as air source heat pumps from 2025, in compliance with the Future Homes Standard

C6. How has the housing provider mapped and assessed the climate risks to its homes and supply chain, such as increased flood, drought and overheating risks?

Overheating:

- We are reducing the risk of overheating by using the results from our ambitious decarbonisation project to feed into our standards and specifications for future retrofit projects.

Flood risk:

- Our portfolio is not deemed a high flood risk. However, we are reviewing flood risk as it evolves from solely being an issue driven by main water courses, to one that can also be caused by surface water run-off. Our insurers annually carry out flood risk mapping of our existing portfolio to assess overall risk profile and any changes with time, and we have proactive clearance and management regimes for drainage systems across our built environment to further reduce flood risk. Our new developments are also assessed for flood risk at the planning and design stages. Consideration is given to the existing flood risk of a proposed site and the impacts the development would have on the water catchment, particularly downstream.

We incorporate Sustainable Urban Drainage Systems (SUDS) to reduce run-off wherever possible. Other common measures taken might include minimisation of permeable pavement, gullies and ponds, and inclusion of other greenspaces.

How is the housing provider mitigating these risks?

This is in our plans to develop over the coming year, we are looking at developing a sustainability impact assessment across the organisation to look at our social, environmental risks pre development of project and programmes, highlight potential risks to our sustainability strategy and mitigate these which will be overseen by our governance process the Sustainability Steering Group

Theme 2: Ecology

C7. Does the housing provider have a strategy to enhance green space and promote biodiversity on or near homes?

We have a biodiversity commitment for our '30by30' campaign to enable nature's recovery by 30% of the outdoor green spaces we manage by 2030. We have been strategically planning how and where to enhance habitats across our estate to maximise the benefits for nature.

This year we've planted 15 trees, 5,000m² wildflowers and 3,000 hedgerow whips in five estates across the London Borough of Bexley. All tree, wildflower and hedge species are UK native species that include Field Maple, Crab Apple, Pear, Hawthorn and Dog Rose. The wildflower mix contains 28 native flowering species. The species chosen should provide the best habitats for our native wildlife and produce a flowering spectacle across the spring and summers with blossom on trees and wildflower meadow areas.

All our biodiversity projects have contributed to ensuring 17.8% of our outdoor green spaces currently meet the supporting nature's recovery criteria, and more importantly, provide valuable insights into how we need to share our approach to more sustainable estates management moving forward.

C7. Enhanced Reporting Option(s):

Biodiversity Net Gain (BNG) of new homes completed in the last financial year is

10.47%

What is the housing provider's Biodiversity Net Gain target for new and existing homes? Does this exceed minimum requirements?

Any site sites submitted to planning from January 2024 will adhere to a minimum of 10% BNG. Existing developments are being amended to adhere to our 30by30 strategy but are not subject to BNG. New developments that already have planning permission and have already begun are being designed with nature in mind considering native tree and hedge species, wildflower meadows and designing SUDs for wildlife

C8. Does the housing provider have a strategy to identify, manage and reduce pollutants that could cause material harm?

Orbit operates an environmental management system (EMS) to reduce negative environmental impacts including those associated with pollution. This EMS has been certified to ISO14001:2015 by the British Standards Institute. The EMS incorporates procedures, communications, training, audit and management review to achieve these outcomes. We have maintained compliance for 2023-2024 with ISO 14001 and continue to see a positive environmental compliance culture across our construction sites.

Theme 3: Resource Management

C9. Does the housing provider have a strategy to use or increase the use of responsibly sourced materials for all building and repairs works?

Whilst we currently do not have a strategy in place to increase the use of responsibly sourced materials in our building works, we recognize that having such a strategy is also an important mechanism to ensure our commitment to minimise the impact that our activities have on the planet. Within our construction business material specification includes sustainability considerations such as, responsible sourcing, circular economy, material reuse and embodied carbon, and we consider the life-time costs of materials, with high quality, long-lasting materials favoured to ensure quality and longevity. In the past year 16.8% of new homes were built using modern methods of construction helping to reduce waste and ensure responsible resourced materials.

C10. Does the housing provider have a strategy for waste management incorporating building materials?

As part of our Sustainability Strategy, Orbit has waste commitments which are underpinned by core objectives which unlock value for Orbit and our customers whilst reducing our exposure to future resource insecurity including:

- Transition to a circular economy where resources are sourced, produced, used, and disposed of sustainably
- Adopt a life cycle approach where efficiency is optimised, and waste avoided

Our approach will vary according to where waste originates across our organisation.

Construction & Maintenance

In the past year we have reduced our waste per direct build plot by 12.27% against our reduction target of 15% per direct build plot by 2030. We have achieved this by creating a Zero Waste Group that has developed and begun implementation of a range of waste management initiatives. These include working with suppliers to reduce packaging, promotion of offcut storage areas, increased segregation and our work with partners such as Community Wood Recycling. The ongoing exploration of MMC products will further facilitate reductions of waste onsite as materials are used far more efficiently in factory settings than on a construction site. In our existing homes, we are continuously reviewing the products we use to extend lifespan and thus reduce waste and disruption to our customers.

Offices

We have seen an increase in colleagues returning to the office since Covid which has led to an increase in office waste since our baseline in 2021, this has led to a 30.9% increase in our office waste. We are working with our Facilities Champions to raise colleague awareness of how to reduce waste, continuing to promote reduced printing and exploring options to donate electronic equipment to reduce environmental impact and unlock social value. We are working to a 5% reduction target from our baseline by 2030.

Grounds Maintenance

We are targeting a 30% reduction in our green waste generated by our direct delivery grounds maintenance by 2030. In the past year we have achieved a 34.75% reduction this was delivered by reductions in the requirement for regular grass cutting as we implement our 30by30 enhancement of outdoor spaces. We also increased local composting so that green waste can provide value to our customers and reduce costs at the same time.

Supply Chain

Whilst supply chain waste is outside the scope of our quantitative targets, we will work with our top suppliers to ensure that waste data is captured, and targets set. Where changes in design and purchasing decisions can be made that will help deliver a circular economy, these will be discussed in contractor meetings and taken forward where possible.

C10. Enhanced Reporting Option(s):

The % of materials that are recycled and/or diverted from landfill is **72.09%**

C11. Does the housing provider have a strategy for water management?

One of our goals within our Sustainability Strategy is the enhancement of outdoor spaces to improve the quality of natural resources including biodiversity, land, water and air. To deliver upon this we have a commitment to ensure 30% of our outdoor green spaces are enabling nature's recovery by 2030. This programme will also have a positive impact on water drainage and reduced flood risk on our estates.

The specification of our new build properties aims to reduce water usage such as the introduction of flow restrictors and water butts. Our Orbit Earth programme is also focused on broader natural resources, including water conservation and air quality. We are focused on expanding our efforts in these areas for future versions of this strategy. Over the coming years, Orbit will work with its peers to develop a Green Space Model, biodiversity metric and certification programme, and resources for the wider sector to utilise.

Social

Theme 4: Affordability and Security

C12. For properties that are subject to the rent regulation regime, report against one or more Affordability Metric:

To help provide housing to households who cannot afford to rent or buy in the open market, provision of affordable housing is a core purpose of regulated housing providers. We measure our rental affordability in the context of the Local Housing Allowance and the Private Rented Sector Median as displayed below.

1) Rent compared to median private rental sector (PRS)

Unit size (no. of bedrooms)	Weekly Private Market Rent (£)	Orbit's Ave. Weekly Rent (£)	Orbit rent as a % of PRS	Comparison to previous year
1	159.00	106.87	67.2%	61.2%
2	193.27	129.77	67.1%	58.8%
3	241.15	142.92	59.3%	52.6%
4 and above	323.08	165.67	51.3%	43.1%
All Categories	916.50	545.23	59.5%	53.1%

2) Rent compared to the relevant Local Housing Allowance (LHA)

Unit size (no. of bedrooms)	Weekly LHA (£)	ORBIT's Ave. Weekly Rent (£)	Orbit rent as a % of LHA	Comparison to previous year
1	132.33	106.87	80.8%	73.8%
2	166.85	129.77	77.8%	72.7%
3	195.26	142.92	73.2%	66.8%
4 and above	264.66	165.67	62.6%	60.2%
All Categories	759.10	545.23	71.8%	69.4%

The enhanced reporting option for this SRS criteria is to report against **both** affordability metrics.

C13. Share, and number, of existing homes

To better understand the scale and composition of tenure type in housing, a breakdown is provided to demonstrate the extent to which we provide accommodation. During the financial year 22/23 we invested £119.4 million in our existing homes.

Units (existing homes)	Number	Percentage	Comparative to previous year
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General Needs (social rent)	23950	56.52%	42	0.18%
Intermediate Rent	219	0.52%	25	12.89%
Affordable Rent	6302	14.87%	288	4.79%
Supported Housing	583	1.38%	-53	-8.33%
Housing for older people	2899	6.84%	5	0.17%
Low-cost home ownership	5594	13.20%	-189	-3.27%
Care homes	14	0.03%	0	0.00%
Private Rented Sector	194	0.46%	0	0.00%
Other Category	2619	6.18%	-916	-25.91%
Total Homes Managed / Owned	42374	100.00	-798	

C14. Share, and number, of new homes (owned and/or managed) that were completed in the last financial year, allocated to:

Orbit's growth plans include targeting the number of affordable homes we build to 2025, this has formed one of our commitments in our Sustainability Strategy. During the financial year 23/24 we invested £232 million in new homes. The new homes completed during the financial year 23-24 are detailed in the table below

Units (NEW homes)	Number	Percentage	Comparative to previous year
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General Needs (social rent)	142	18.8%	13	10.08%
Intermediate Rent	0	0%	-26	-100.00%
Affordable Rent	225	29.8%	-71	-23.99%
Supported Housing	0	0%	0	0.00%
Housing for older people	0	0%	0	0.00%
Low-cost home ownership	257	33.4%	-188	-42.25%
Care homes	0	0%	0	0.00%
Private Rented Sector	0	0%	0	0.00%
Other Category	112	18.0%	-232	-70.05%
Total Homes Managed / Owned	736	100%	-534	

C14. Enhanced Reporting Option(s):

Number homes disposed of in the last 12 months, by tenure type

Affordable Rent	2	6
	4	
Non Social	1110	1110
Social Leased	62	74
	12	
	197	646

Low Cost Home Ownership	445	90
	2	
	2	
General Needs	86	4
	4	
Housing for Older People	4	4
Supported Housing	3	3

Number of homes acquired in the last 12 months, by tenure type

Affordable Rent	1	1
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C15. How is the housing provider trying to reduce the effect of high energy costs on its residents?

Nearly 68% of Orbit's properties now benefit from electricity meter remote reading capability following a successful smart meter pilot programme. Electricity meter remote reading capability improves billed accuracy so customers only pay for what they use, and allows us to more efficiently respond to customers' billing and service charge queries. It also provides greater insight into customer energy usage, enabling us to make practical changes for the benefit of our customers such as upgrading lighting and heating and help us to work towards decarbonisation.

Savings for customers

Through our energy savings initiatives we have helped generate

- Saving £577k for customers across 922 cases through our NEA energy advice service
- Helping 331 Independent Living customers apply for the Energy Bills Support Scheme, saving £132k

Via the energy saving projects we have implemented this year, we also expect to generate estimated energy savings for customers at relevant schemes of:

- £168k per annum from our LED lighting upgrade projects
- Between £2.4k and £8.9k per annum from solar panel projects

C16. How does the housing provider provide security of tenure for residents?

Orbit have made a commitment to move away from fixed term tenancies and offer customers lifetime tenancies, so that they can be secure in the knowledge that,

providing they are up to date with their rent payments and have not breached the terms of their tenancy, they will be able to remain in their home for as long as they wish.

The majority of new customers are now automatically given a lifetime tenancy when they sign up with us and customers who currently hold fixed term tenancies are being converted to a lifetime as their fixed term comes to an end. The Tenancy Sustainment team uses a coaching approach to work directly with customers to identify financial, wellbeing, digital and employment concerns.

Our dedicated Tenancy Sustainment Triage team support our customers to maintain their tenancy contacting customers to discuss the challenges that they're facing in order to put the right support in place – whether that's a direct referral to one of our Better Days offers, to a trusted external partner, or to our Tenancy Sustainment Job Coaches or Employment and

Skills training.

Customers who have been referred to a Tenancy Sustainment Job Coach receive coaching on employment and money management to improve their chances of successfully managing and sustaining their tenancy.

Key achievements include:

- 9,842 customers referred into Tenancy Sustainment
- 99% of House with Support customers who engaged with the service sustained their tenancies
- 63% of customers had an improved rent balance 12 months after support end
- 1,598 customers supported into employment related training or volunteering
- 191 customers moved into employment
- £667.93 on average, per month better off after moving to employment
- £284,351.80 recovered in rent arrears
- £9.73 Social Return on Investment (for every £1 spent we generate £9.73 return in social value)
- £12.8 million social value achieved

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- 97% in customer satisfaction (real time feedback)

Theme 5: Building Safety and Quality

C17. Describe the condition of the housing provider's portfolio, with reference to:

100% of homes for which all required gas safety checks have been carried out.

100% of homes for which all required fire risk assessments have been carried out.

97% of homes for which all required electrical safety checks have been carried out.

C17. Enhanced Reporting Option(s):

100 % of homes for which all required asbestos management surveys or re-inspections have been carried out

100 % of homes for which all required legionella risk assessments have been carried out.

100% of homes for which all required communal passenger lift safety checks have been carried out.

C18. What % of homes meet the national housing quality standard?

The Decent Homes Standard is a government agreed technical definition on the statutory minimum requirement for a home to be classed as 'decent'. This is a standard national criterion that provides insight into the condition of a housing providers stock.

As of 31st March 2023 99.68% of our managed homes met the Decent Homes Standard (DHS), which is an increase of 0.29% of homes (105) not meeting the standard. Orbit has put extensive work into surveying our properties and 75% have been surveyed within the last 5 years. This increase has resulted in ensuring our properties are meeting the DHS and our customer's needs.

To be a decent home, a dwelling should be free of Category 1 hazards, and the existence of such hazards should be a trigger for remedial action unless practical steps cannot be taken without disproportionate expense or disruption.

Of those which fail, what is the housing provider doing to address these failings?

Orbit have already put in place actions to address these properties as part of their planned works over the next year and within one month we completed 14 improvements bringing our DHS up to 99.74%. We continue to survey our properties ensuring our customers have quality properties to thrive in.

C19. How do you manage and mitigate the risk of damp and mould for your residents?

Orbit has a The DMC taskforce was set up in December 2022 to identify and deal with any cases of damp, mould and condensation (DMC). A severity rating from 1 – 5 is allocated to each DMC case with 1 indicating high severity and 5 indicating low severity.

Orbit have put in place positive controls to ensure DMS is managed appropriately this include:

- Policies and procedures are in place regarding Damp, Mould and Condensation (DMC), they are compliant with all statutory requirements and have been assessed against guidance published by the Housing Ombudsman and the Department for Levelling Up, Housing and Communities.
- All risks in relation to DMC have been appropriately identified. A suitable risk owner is in place for each risk, and where required, mitigations are in place that are updated and monitored.
- Employed nine internal Surveyors
- Relevant staff have received appropriate training to help identify DMC cases and there is sufficient knowledge within the DMC team to mitigate any potential single point of failure.
- There is a reporting and recording process which details all properties where a DMC concern has been raised. DMC Case Processing within the Housing Management System (ActiveH) is utilised by the DMC Co-ordinators for recording, actioning and monitoring DMC cases.
- Data is available to identify both vulnerable tenants and problematic properties, to ensure the service provided is appropriate. On completion of works, each case is moved into aftercare for 3 months to check whether or not DMC issues return. Contact with the customer is made at the beginning and at the end of the aftercare period to monitor customer satisfaction with the process.
- There is a detailed plan in place to transition the DMC work into Business as Usual (BAU) processes, and job descriptions include clear roles and responsibilities for all BAU colleagues.

-
- Tenants are made aware of Orbit's Damp, Mould and Condensation (DMC) processes and provided with information regarding the actions to take if they have a DMC concern.
 - Key Orbit Staff are aware of any changes to legislation and / or regulation and ensure that all required actions which result from these are performed.
 - Performance and progress reports relating to DMC are produced and shared with all relevant stakeholders, additionally a live reporting tool (PowerBI) is available which provides information relating to each case. Any issues identified are followed through to completion.
 - Appropriate KPIs have been developed, are reported on and they are checked for accuracy prior to publication.
 - Regular reports are provided to Senior Management including relevant SMT, ET, Committee / Board, regarding DMC.

C19. Enhanced Reporting Option(s):

How many cases of damp and mould were reported in the period that required action?

8302 Damp Mould and Condensation cases were opened in the year

What % of the housing providers portfolio do these homes account for?

These account for 17.9% of our stock and is a result of increased surveying of our stock. Damp and mould cases consist of low level which require a simple treatment to higher level cases which require remedial work.

Theme 6: Resident Voice

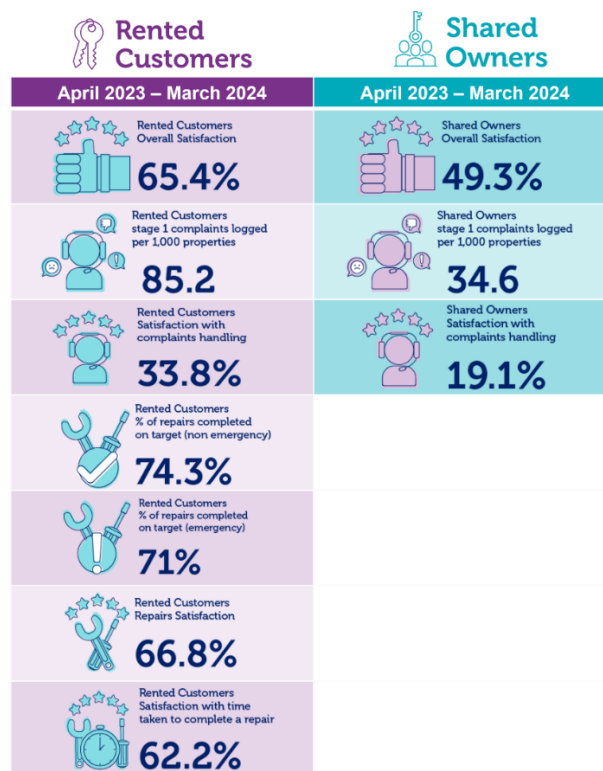
C20. What are the results of the housing provider's most recent tenant satisfaction survey?

From April 2023, the Regulator of Social Housing introduced new performance measures for all housing associations called Tenant Satisfaction Measures (also known as 'TSMs'). These measures

help us to understand how well we're doing when it comes to providing good quality homes and services.

There are 22 measures in total and you can find out more about these on the Government's website. The information for twelve of these measures is collected by asking a cross-section of customers for their feedback over the phone, conducted throughout the year. Survey results are sent to the Regulator of Social Housing along with information relating to the other ten measures at the end of June each year.

These are the result of survey feedback from over 2,800 of our rented and shared owner customers as well as our internal performance KPIs. They provide an important check on how well we're doing when it comes to providing good quality homes and services.



How has the housing provider acted on these results?

Orbit are absolutely committed to addressing these opportunities to improve our quality homes and services. We have already put in motion some fantastic work, including a customer journey mapping, Phase 1 focused on our current customer journey by exploring who our customers are, the experience they currently receive and looking into the data and documents we hold to define and monitor our services project. Phase 2 designs our new customer journey! This phase focuses on the areas of

improvement we discovered in Phase 1 and designs what the future customer journey looks like alongside our brand-new Customer Value Proposition, which launched in April 2024. Repairs transformation focusses on ensuring our repairs are right first time ensuring our customers have a first class service. and complaints process changes.

C21. What arrangements are in place to enable residents to hold management to account for the provision of services?

We have continued to adopt the National Housing Federation's 'Together With Tenants' programme, to further strengthen our relationship with our customers and drive customer improvement.

Over the last year we have adopted a hybrid approach, which includes digital and face-to-face options, to enable customers to engage with us at a time and in a way that suits them.

We have also founded our 'Customer Engagement Strategic Committee' to enhance our governance and ensure the voice of our customers is truly embedded in our decisions and actions going forward. Each committee member acts as an ambassador for Customer Engagement within their local community, throughout our portfolio and across the wider housing sector, to champion all areas of the customer journey.

To ensure we are capturing underrepresented voices, we have introduced several diversity groups such as LGBTQ+, disability and future voices. Customers work with us to feedback on the services they receive, complete equality assessments and help to prioritise our Equality, Diversity and Inclusion programme.

The number of changes to Orbits processes and procedures following feedback from customers form one of Orbits sustainability strategy commitments in the past year we have seen 63 improvements implemented, including feedback on various policies such as Complaints and Customer Care Policy, Complaints Resolution Policy, Electrical Vehicle Charging Policy, Domestic Abuse Policy, and Additional Assistance and Reasonable Adjustments Policy.

C22. In the last 12 months, in how many complaints has the national Ombudsman determined that maladministration took place?

In the past 12 months Orbit received 59 individual maladministration cases

Outside Jurisdiction	No Maladministration	Reasonable Redress	Service Failure	Maladministration	Severe Maladministration
3	11	11	26	49	16

How have these complaints (or others) resulted in change of practice within the housing provider?

Following these complaints Orbit have put in place the following measures

- Orbit Homes and Group have implemented a robust procedure for reporting defects within the first 1-2 years of the warranty period.
- We have identified a need to review our compensation calculator and quality assurance framework. We have identified a requirement for closer post-complaint closure account management of outstanding actions and have made system changes to allow for greater visibility and had a new post signed off for an individual to oversee these commitments to customers.
- Orbit previously employed one Managing Agent Officer, whose responsibility it was to deal with approximately 80 third party agents across 200+ estates, and process circa 14,000 invoices per annum. We have since redirected responsibility for managing relationships with managing agents to our Property Management team, a team made up of 40+ individuals.
- Orbit have recently commissioned a full review of our repairs service, including our front-line diagnostics and works order processes.
- We have reviewed and revised our Damp, Mould, and Condensation Procedure which now includes an after-care process.
- Regarding cases that involve Environmental Health referrals, we have introduced contact plans for customers where required and improving our record keeping. These improvements have been communicated with our Property Management Team and the new processes will be regularly reviewed at regional meetings to ensure a consistent adoption across the team.

Theme 7: Resident Support

C23. What are the key support services that the housing provider offers to its residents?

Orbit's Better Days service helps thousands of customers every year. Whether it's helping with managing their money, trying something new, finding happiness with work or improving their digital skills and their overall wellbeing. Our expert team and independent partners can offer free information, advice and guidance.

How successful are these services in improving outcomes?

Two of the outcomes form part of Orbit's sustainability commitments, the number of customer support interventions through our betterdays service and the number of customers achieving a positive outcome. In the past year our key outcomes include:

- Better Days has delivered 7,683 customer support interventions, including 2,813 residents engaged by our regional place team
- 109% year-on-year increase in engagement with Orbit's Better Day services and 98% of customers achieving a positive outcome
- An estimated £3 million of increased household income generated through our interventions
- £1.5 million of customer debt managed through our debt advice service
- Launched two further Community Hubs, with further spaces in development

Theme 8: Placemaking

C24. Describe the housing provider's community investment activities, and how the housing provider is contributing to positive neighbourhood outcomes for the communities in which its homes are located.

Orbit's Better Days service has increased their team of Community Connectors and Place Area Leads to engage with customers face-to-face within communities. Resulting in support being provided to over 2,813 customers via Better Days events

Investing in underutilised community buildings, to create a network of Community Hubs for our customers, removing barriers to services and leveraging social value through partnerships with local

authorities, voluntary sector organisations, and others. We've also piloted a mobile hub to ensure we reach residents in our more rural communities, and this has attracted positive customer feedback

Provide examples or case studies of where the housing provider has been engaged in placemaking or placeshaping activities.

A former scout hut in Gorleston-on-Sea has been transformed into a new 'Better Days' hub where people can access free face-to-face support on a range of issues such as managing finances, health and wellbeing, employability and skills.

The hub also hosts sessions by local organisations including Cliff Park Community Church Wellbeing Group and Camerados, an organisation which hosts 'public living rooms' across the country to encourage social interaction. A 'playdate' session also takes place every Friday morning for children aged 5 and under.

We worked with social enterprise Volunteer It Yourself, to revamp the community space and enlisted the help of young local residents to gain hands-on work experience in trade skills to give the building and garden a new purpose.

Thanks to a successful application for Arts Council England funding we've been able to work with local residents and street artists Rerezent Project to design and create a series of murals inspired by the history and diversity of the local area for display at the hub's outdoor areas.

C24. Enhanced Reporting Option(s):

Social Value calculations (including monetisations) of placemaking activities [£]

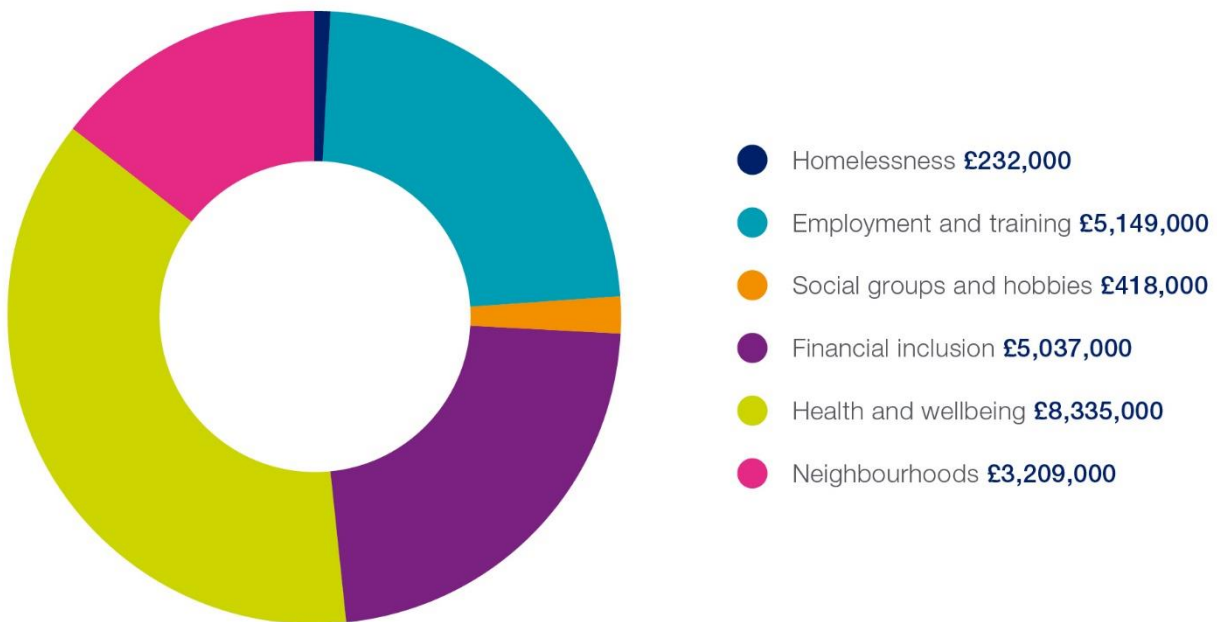
We generated social value of £22.4 million. We calculate this using industry recognised social value tools such as the Social Value Bank (HACT) and National TOMS and our resulting social value is independently assessed by HACT. This approach allows us to understand the positive impact we are generating and monitor progress towards our target of delivering £100 million in social value by 2025.

Key outcomes which supported the delivery of £22.4million in social value include

- Providing 1,592 people with jobs or training

- Support 440 people with debt or budgeting support which has had a positive impact on their financial situation
- 543 customers have reported improved health following our support including mental health services
- Moved 598 people out of temporary accommodation and into secure housing
- 907 customers reported we had a positive impact on their neighbourhood following our support in reducing ASB, crime or vandalism
- 428 attending social and hobby groups within our Independent Living schemes

Social value outcomes



We have continued to work in partnership with HACT to ensure we demonstrate best practice in social value. As part of this, we invited HACT to undertake a review of our approach to data collection and social value calculations, following which we were delighted to be certified by HACT For the 2021-22 and 2022-23 financial years.

Governance

Theme 9: Structure and Governance

C25. Is the housing provider registered with the national regulator of social housing?

We are registered with the Regulator of Social Housing

C26. What is the housing provider's most recent regulatory grading/status?

The following information provides our Governance and Financial Viability assessment, which signifies our capacity to meet governance requirements in our capacity to effectively mitigate financial exposures.

G1 V2

C27. Which Code of Governance does the housing provider follow, if any?

We have adopted the National Housing Federation Code of Governance 2020.

C28. Is the housing provider a Not-For-Profit?

Orbit is a not-for-profit housing provider

C29. Explain how the housing provider's board manages ESG risks.

Are ESG risks incorporated into the housing provider's risk register?

Our governance structure and arrangements make it clear that the responsibility for risk management and the Risk Management Strategy lies with the Group Board.

There are systems in place to ensure the Board and the Executive team can analyse, understand, manage and mitigate key strategic and ESG critical risks.

Our overall approach to risk management is based on good practice and our internal control environment to manage risk is continually reviewed and monitored by the Audit and Risk Assurance Committee on behalf of the Board. All subsidiaries are required to implement our risk management framework and provide reports to their respective boards.

Our framework includes an analysis of the operating environment, an assessment of risks supported by early warning indicators (EWI), which are monitored by senior management and the board alongside our key performance targets.

C29. Enhanced Reporting Option(s):

Is the housing provider required to report against TCFD?

Orbit is not required to report against the TCFD

C30. Has the housing provider been subject to any adverse regulatory findings in the last 12 months (data protection breaches, bribery, money laundering, HSE breaches etc.) - that resulted in enforcement or other equivalent action?

Orbit has not been subject to any adverse regulatory findings in the last 12 months that resulted in enforcement or other equivalent action (e.g. data protection breaches, bribery, money laundering, HSE breaches or notices).

Theme 10: Board and Trustees

C31. How does the housing provider ensure it gets input from a diverse range of people, into the governance processes?

Customer engagement is key to every aspect of our organisation, from shaping services, policies and procedures to our governance, recruitment and procurement processes. We encourage as many customers as possible to engage with us and share their views through participation in our Customer Engagement Strategic Committee, or more informally through regular meetings, bite-size evening sessions, events and estate inspections, Facebook discussion forums or attendance at one of our conferences. We also operate several customer diversity groups including LGBTQ+, Disability and Future Voices, to ensure we capture all voices on the services they receive, complete equality assessments and help to prioritise our Equity, Diversity and Inclusion programme.

Acting as an invaluable, critical friend, our Customer Engagement Strategic Committee is part of our governance and ensures the customer voice is heard and represented. It has helped us to deliver meaningful change for our customers, making sure we focus on what customers need and value, rather than what we offer. Overseeing the strategy and delivery of our Your Voice customer engagement programme, the Committee’s vision: “customer voices driving positive change”, works to put our customers at the centre of our decisions, creating and maintaining long-lasting, positive relationships.

On an annual basis, customer insight information is shared with the board as are results of colleague surveys to understand how both sets of key stakeholders think and feel to inform board and executive decisions. In addition, our colleague ambassadors play a key role in the understanding of the ‘temperature’ and key issues affecting our colleagues on the ground. These then make their way into the governance process and escalated as appropriate.

We are a regulated sector and so a range of key regulator stakeholder group such as the Regulator of Social Housing (RSH) and Social Housing Ombudsman, again play an important role into our governance and indeed the RSH give a ‘governance grading, G1 to G4’ depending on their view of the strength/effectiveness of your governance. We are currently at the top rating of G1. This is based on typically a triennial inspection by the RSH.

We currently have four Tenant Board members who represent customer voices on the Orbit Housing Association Board. Every quarter, the Orbit Housing Association Board receives a Voice of the Customer report, covering key themes and issues, customer engagement activities and agreed outcomes. Both Tenant and non-executive Board Members are encouraged to attend customer engagement activities.



Does the housing provider have policies that incorporate Equality, Diversity and Inclusion (EDI) into the recruitment and selection of board members and senior management?

Our commitment to EDI is intrinsic to our value proposition for both our colleagues and customers.

We have an EDI policy and associated delivery framework. Our policies integrate Equality, Diversity, and Inclusion (EDI) into the recruitment process for all appointments, including board members and senior management.

Our focus is to:

- Create safe spaces and a sense of inclusion and belonging, where people feel safe and able to speak up, sharing their experiences to build a better place to work and our customers to do business with.
- Inclusive leadership with a commitment from our leaders, including board members, to create conditions for excellence through role modelling inclusive behaviours and creating a nurturing and collaborative environment for colleagues to perform to their best.
- Learner mindset where we learn from each other and are brave to accept when things don't go well and learn from them.
- Opportunities to succeed no matter your background – we want to attract and retain the very best people to work for Orbit no matter their background and celebrate and embrace our differences.
- We are here for our customers – everything we do has our customers interest at heart.

To help us achieve our purpose, we commit to living our values. This enables us to consistently create great customer and colleague experiences. Our values are:

We respect and value customers

We support and care about each other

We grow and achieve together

Recruitment represents an opportunity for us to create a more diverse and inclusive environment. Everyone involved in the recruitment process has a responsibility to arrive at the very best outcome for Orbit and our Customers. We ask all recruiting leaders to complete recruitment accreditation assessment involving interview best practice, recruiting within the law, understanding bias in the

recruitment process and how to select fairly. This has been built using feedback received from applicants, our colleagues through the engagement surveys, from feedback taken directly from hiring managers as well as current affairs in a rapidly changing world.

Demographics of the board		Increase/decrease from previous year
What % of the board are women?	37.5%	4%
What % of the board are BAME?	0.8%	0.8%
What % of the board have a disability?*		
Average age of the board	60	1
Average tenure of the board	3.5	-0.5

* the board has executed their right to not disclose this information

C32. What % of the housing provider's Board have turned over in the last two years?

We've had a 0.8% turnover of the board in the past year

What % of the housing provider's Senior Management Team have turned over in the last two years?

We've had a 33.3% turnover of the executive management team in the past year. This covers two members of the Executive team out of 6.

C33. Number of board members on the housing provider's Audit Committee with recent and relevant financial experience.

Our Audit Committee has five members. Three of the Audit Committee members have recent and relevant financial experience.

C34. What % of the housing provider's board are non-executive directors?

Non-executive directors play an important role in an organisation in bringing an impartial view to governance and management decisions.

86% of the board members are non-executive directors.

C35. Has a succession plan been provided to the housing provider's board in the last 12 months?

A succession plan is in place and regularly updated by the Group Company Secretary. This is also used to identify skills and experience gaps which in turn informs recruitment, which is overseen by the Governance and Remuneration Committee.

C36. For how many years has the housing provider's current external audit partner been responsible for auditing the accounts?

KPMG has been our external audit partner responsible for auditing our accounts for eight years and was reappointed in 2023.

C37. When was the last independently-run, board-effectiveness review?

An independent review of the Board and Board governance arrangements is being undertaken in April 24. As recommended by The UK Corporate Governance Code best practice, the Board undertakes externally-facilitated board-effectiveness reviews every three years.

C38. How does the housing provider handle conflicts of interest at the board?

It is vital for us to have an appropriate way of handling conflicts of interest when they arise. Board members are asked to declare any relevant interests on appointment and any new declarations of interest are captured (either at board meetings or separately notified) and their schedule updated by the Governance team. Where there is an item on the agenda that a Board member has a personal interest, they must declare this at the start of the meeting and take no part in the discussion or decision. In certain circumstances, the board member concerned may be asked by the Board to leave the room or call while the matter is discussed.

Theme 11: Staff Wellbeing

C39. Does the housing provider pay the Real Living Wage?

We ensure that all our employees are paid the Real Living Wage on a voluntary basis

C40. What is the housing provider's median gender pay gap?

	Median Pay Gap	Previous years Pay gap
Gender	17.2%	19.4%
Ethnicity*	8.5%	9.6%

*As part of our drive towards equality, we would also like to include in this report our Ethnicity Pay Gap. These figures are representative of 84.7% of our workforce, with 14.3% of colleagues undeclared.

C41. What is the housing provider's CEO:median-worker pay ratio?

	FY0	FY-1	Increase/decrease on CEO worker pay ratio from previous year
CEO: Median Worker Pay Ratio	8.56:1	7.3:1	-17.2%

C42. How is the housing provider ensuring equality, diversity and inclusion (EDI) is promoted across its staff?

Embracing a diverse and inclusive workplace, where colleagues feel motivated in their work, feel valued, respected and are united in achieving our purpose and mission, not only enables us to unlock our colleagues' full potential, but allows us to deliver accessible services and equitable outcomes for the diverse communities we serve.

We have been working to embed our Diversity and Inclusion framework with highlights including:

- Introducing colleague-led diversity networks focusing on Neurodiversity, LGBTQ+, Women in Business and Armed Forces support
- Launching our series of Neurodiversity listening sessions for all colleagues to share their experiences and make suggestions as to how we can further improve, along with a neurodiversity session for managers to seek advice if needed
- Updating our mandatory D&I e-learning
- Implementing a new accredited recruiter training programme, which aims to enhance the skills of our hiring managers, improve the candidate experience, and, ultimately, build effective teams. The course covers key aspects of the recruitment process, including removing unconscious biases, recruiting within the law, and honing great interview skills.
- Celebrating the positive value our colleagues bring during International Women's Day and International Men's Day, by asking colleagues to nominate positive role models
- Celebrating cultural diversity day, encouraging colleagues to share their stories, recipes and come to work in cultural dress, hosting a webinar to share lived experience around the importance of cultural diversity. Supporting Black History month, hosting webinars, sharing articles, distributing black history month magazines and posters across our offices and schemes.
- Encouraging volunteering opportunities with our customer LGBTQ+ group at local PRIDE events

C43. How does the housing provider support the physical and mental health of its staff?

Supporting our colleagues physical and mental wellbeing enables them to be resilient to life's challenges, it also allows us to ensure we offer a consistent service to our customers. At Orbit we offer a number of services to support our colleagues including.

- 37 trained Mental Health First Aiders (MHFA) which are on hand to lend a listening ear and help. Their interactions could range from having an initial conversation through to supporting colleagues to get appropriate help
- Colleague benefits including the opportunity for funded individual private medical insurance for all colleagues, discounted gym membership, healthcare cash plan, Dental plan.

-
- Access to a digital GP app
 - Inclusive access to wellbeing apps - for both mental and physical activities to improve overall wellbeing
 - Resources on internal platforms including podcasts, webinars, blogs to support mental and physical health.
 - Regular mental health webinars run by external professionals to raise awareness of looking after your mental wellbeing
 - Employee assistance programme, EAP up to 12 sessions of therapy to support mental wellbeing
 - Mates in mind Orbit Homes hosted 'butty and brew' events through the year for construction colleagues to raise awareness of men's mental health, in partnership with wellness company Bluecrest, health and safety consultants R G Wilbrey, and construction industry charity Lighthouse. The purpose of the events was to create a safe environment where our construction colleagues feel comfortable taking about their mental health and wellbeing, as well as seek the help they need if they are struggling.

C44. How does the housing provider support the professional development of its staff?

Orbit prioritises the professional development of its colleagues through a multifaceted approach, ensuring that colleagues have access to learning and growth opportunities. Firstly, we offer a suite of accessible learning options via our Learning platform; MyLearning, tailored to address both industry-specific knowledge and broader skill sets such as leadership, communication, and customer service. These are available to all colleagues to access at a time that works for them.

We also help colleagues obtain professional certifications, pursue formal accreditations, and complete apprenticeship qualifications. Financial support and study leave are available to make these opportunities more attainable. Apprenticeship programs, in particular, offer structured, hands-on training that blends practical work experience with academic learning, giving staff a comprehensive development path. This commitment to formal education helps employees gain advanced qualifications, enhancing their expertise and career prospects.

Leaders also play an important role in developing their team members, which is Orbit offers specialised leadership training programs aimed at equipping potential and current leaders with the necessary skills

to manage and inspire their teams. These programs cover essential areas such as coaching, communication skills, team building, strategic thinking, and emotional intelligence.

C44. Enhanced Reporting Option(s):

What % of employees have received qualifications that are relevant for their professional development, within the last year?

21.4% of colleagues have completed professional development and/or qualifications that are relevant to their professional development. We do not currently record the demographics of our professional development but have ensured processes are in place to report this in the future.

Theme 12: Supply Chain Management

C45. How is social value creation considered when procuring goods and services?

What measures are in place to monitor the delivery of this Social Value?

We are committed to delivering social value and driving social change through our procurement policies and processes. Over the past year we have developed a suite of materials which form part of our processes our supplier social value framework, which supports our suppliers to understand our focus for social value and a social value catalogue of potential projects. This aids our suppliers to provide their best response to the social value question in the Invitation to Tender pack

We have continued to manage the first focused VCSE Dynamic purchasing system (DPS) in the UK, specifically designed to lower the barriers to entry for VCSEs and sheltered workshops to deliver goods and services to us and other public sector providers. We continue to pursue our ambitious target of year-on-year increases in the number and value of contracts being delivered by purpose driven enterprises. Orbit continues to work closely with our suppliers to combat modern slavery across our supply chain ensuring modern slavery audits are completed.

C45. Enhanced Reporting Option(s):

What is the relative weighting of Social Value and environmental considerations in procurement policies?

All tenders have a social value weighting of 10% this is split between environment and social value. The split is not necessarily equal which allows us to put a heavier focus on environmental or social depending on the contract and where we believe we need a higher degree of focus from our potential contractor.

How much Social Value has been delivered from the housing provider's supply chain in the last 12 months?

In the past year we delivered £620,000 of social value across our contracts

C46. How is sustainability considered when procuring goods and services?

What measures are in place to monitor the sustainability of your supply chain when procuring goods and services?

Over the past year we have developed materials which form part of our processes, our Sustainable Supplier Charter which outlines our commitments to sustainability as well as the expectation of our suppliers, covering EDI, Environmental and Social expectations. This document forms part of all Invitation to Tenders. We are starting to set targets for our top suppliers for Carbon and waste and this is scored in our tendering process. As part of our procurement activity, we request a copy of any potential suppliers' environmental policy and review this as part of our process to ensure our supply base have considered their impact on the environment. Over the next year we will be developing environmental standards which will form part of our Sustainable Supplier Charter to ensure consistency of our approach and understand the positive impact our suppliers are having on the environment. Our Procurement team continues to play a part in the Orbit Earth Steering Group and Carbon Forum to help develop a plan of continuous sustainability improvement and to reduce our impact on our environment.

C46. Enhanced Reporting Option(s):

How does the housing provider monitor supply chain risks, and what initiatives has the housing provider taken to drive higher sustainability performance across its supply chain?

Orbit monitors supply chain risks through a comprehensive contract management framework that includes regular audits, supplier assessments, and the implementation of financial tracking systems. These measures ensure transparency and accountability at every stage of the supply chain. Additionally, we are working with key stakeholders to implement proactive contract management throughout the life of contracts. These efforts, combined with requiring suppliers to meet specific environmental standards, support our sustainability effort through social value and other initiatives, contribute to a more resilient and responsible supply chain that minimises disruptions and fosters a focus on environmental well-being.

SRS/UN SDG Index

ESG Area	Theme Number	Theme Name	SDG Goal	
Environmental	T1	Climate Change	13	Climate Action
	T2	Ecology	15	Life on Land
	T3	Resource Management	12	Responsible Consumption and Production
Social	T4	Affordability and Security	11	Sustainable Cities and Communities
			10	Reduce Inequality
	T5	Building Safety and Quality	11	Sustainable Cities and Communities
	T6	Resident Voice	11	Sustainable Cities and Communities
	T7	Resident Support		
	T8	Placemaking		
	Governance	T9	Structure and Governance	16
T10		Board and Trustees		
T11		Staff Wellbeing	8	Decent Work and Economic Growth
T12		Supply Chain Management	12	Responsible Consumption and Production

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Bolton, P., Kennedy, S., & Hinson, S. (2021, July 8). *Fuel Poverty*. House of Commons Library: Research Briefing. <https://commonslibrary.parliament.uk/research-briefings/cbp-8730/>



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